

Curriculum Vitae March 2012

Lisa Gualtieri, PhD, ScM

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Education

PhD, Computer Science, Harvard University.

Thesis: *The Role of User Models in System Design*.

Supervised by Professors (b) (6).

Graduate studies funded by U.S. Army Research Office Grant #DAAG29-83-G0008.

October 1989

ScM, Computer Science, Brown University.

Thesis: *Syntax-Directed Pretty Printing: A First Step Towards a Syntax-Directed Editor*.

Supervised by (b) (6).

Graduate studies funded by Title IX Grant.

June 1981

BA, *Summa Cum Laude*, Pure Mathematics and Computer Science, University of Massachusetts at Boston.

Awarded Departmental Honors in Mathematics.

June 1979

Additional Coursework

(b) (6)

Postdoctoral Fellowship

October 1989-August 1990: **Postdoctoral Fellow**, Harvard University, under Professor (b) (6).
Researched problem solving by experienced programmers on parallel architectures. Supervised independent studies on the design and evaluation of innovative technologies by Master's candidates.

Academic Appointments

Assistant Professor,

Department of Public Health and Community Medicine,

Tufts University School of Medicine

July 2011-present

Adjunct Professor,

Emerson College

September 2011-present

Adjunct Assistant Clinical Professor,

Department of Public Health and Community Medicine,

Tufts University School of Medicine

September 2001-June 2011

Educational activities include:

- **Course Director, HCOM512**

Tufts Summer Institute on Web Strategies for Health Communication

4-credit course delivered July 19-24, 2009, July 18-23, 2010, and July 17-22, 2011, also open to healthcare professionals as a non-credit course. Course covers how healthcare organizations develop and refine strategies to use the Web and social media to reach healthcare consumers. Prominent guest lecturers included from academia and business. Course Web site at <http://webstrategiesforhealth.com>. Article about course in [Public Health Rounds](#), Fall 2010.

- **Course Director, HCOM515 Mobile Health Design**
4-credit course delivered Summer I 2012. Course covers how to design, evaluate, and monitor health apps to educate, connect, track, and remind.
- **Course Director, HCOM514 Social Media and Health**
4-credit course delivered Spring 2011. Course covers how hospitals, public health organizations, health plans, pharma, etc. use social media to reach healthcare consumers. Technologies covered include Twitter, Facebook, blogs, video, podcasts, and newsletters.
- **Course Director, HCOM506 Online Consumer Health**
2-credit course, delivered Fall 2006, Fall 2007, Fall 2008, Fall 2009, Fall 2010, and Fall 2011. Course covers how the Internet is used to educate and/or support healthcare consumers; how to create a Web site for different health issues through needs assessment, competitive analysis, formative and heuristic evaluation, technology selection with emphasis on Web 2.0, and content design; and the impact of information and health literacy on Web site access and use.
- **Preceptor, Applied Learning Experience (ALE)** for (b) (6) MD, Fall Semester 2011. Topic is the design of imagery for health websites and hospital waiting room walls based on pathology.
- **Preceptor, Capstone** for Pam Ressler, Spring Semester 2011. Topic is motivation for patients to create and sustain a health blog.
- **Preceptor, Applied Learning Experience (ALE)** for (b) (6), Spring Semester 2010. Topic is bilingual education and support for Latino family caregivers to Alzheimer's patients.
- **Preceptor, Applied Learning Experience (ALE)** for (b) (6), Spring Semester 2009. Topic was the redesign of DrSpock.com using evaluations to learn about parents' needs, attitudes, and reactions to the current Web site, to pediatric Web sites, and to Dr. Spock. Collaborated on revision of final paper for a journal submission.
- **Project manager, Pain Research, Education, and Policy Program social marketing initiative**, February-June 2009. Results from initiative include the PREP blog, linked to by many pain-related Web sites and named Link of the Month by the Mayday Pain Project, a prominent organization and innovator in pain education and advocacy; a monthly newsletter for students, alumni, and faculty; a redesigned Web site; and plans for a 10th anniversary conference. Supervised and mentored (b) (6).
- **Participant, Tufts Environmental Literacy Institute (TELI)**, June 2009. Currently developing syllabus to propose a new course on Health and the Environment with fellow TELI participant, Professor (b) (6), under the guidance of past TELI participant, Professor (b) (6).
- **Guest lecturer, Writing for the Web**, HCOM511, Writing About Health and Medicine, Spring 2011. Invited by Professor (b) (6) to teach about effective writing for health websites.
- **Guest lecturer, How to Create a Blog**, HCOM5xx, Pain Program, Spring 2011. Invited by Professor (b) (6) to teach acupuncture students how to start and sustain a blog in a private practice..
- **Guest lecturer, Social Media for Health Communication**, Emerson College's Summer Institute for Social Marketing and Health Communication, July 2008, July 2009, and July 2010. Invited by Professor (b) (6) to present on new Web 2.0 technologies and social media.

- **Guest lecturer, Writing for the Web**, Media Strategies for Health Communications course, Emerson College, 3 hour sessions on March 30 and 31, 2009. Taught how healthcare consumers read online; how to create multiple types of text for Web sites; and the use of layout, branding, and graphics to increase the effectiveness of text.
- **Guest lecturer, e-learning**, HCOM508, New Technologies for Health Communication, Fall 2002, 2003, and 2004. Invited by Professor (b) (6) to teach unit on e-learning and online communities.
- **Seminar presenter, Social Media: Enhancing Your Professional Image**, Public Health and Professional Degree Programs (PHPD) and Friedman School of Nutrition graduate student seminar, November 2, 2010.
- **Seminar presenter, Social Media for Professional Enhancement**, Public Health and Professional Degree Programs (PHPD) faculty seminar, February 2009.
- **Seminar presenter, Developing and Delivering Distance Learning**. Taught a 2-day course for faculty organized by Professor (b) (6), Summer 2002.

September 23, 2010: **Guest Lecturer**, PHA 5203 Consumer Health Informatics and Web 2.0 in Healthcare, College of Pharmacy, Nova Southeastern University, Palm Beach Gardens, FL.

February 3, 2010: **Guest Lecturer**, HS352 Healthcare Information Systems, College of Health Sciences, Boston University, Boston, MA.

December 10, 2009: **Guest lecturer**, Computer Science Department, Tufts University, Medford, MA.

December 2, 2009: **Guest Lecturer**, HS352 Healthcare Information Systems, College of Health Sciences, Boston University, Boston, MA.

April 9, 2008: **Visiting Scholar**, Facoltà di Medicina e Chirurgia dell' Università degli Studi di Firenze (University of Florence Medical School, Florence, Italy). Offered CME course on Online Health Communities to faculty and graduate students.

April 25, 2003: **Guest Lecturer**, Computer Supported Collaboration, College of Computer and Information Science, Northeastern University, Boston, MA.

November 19, 2002: **Guest Lecturer**, Storytelling to Support and Enriches Online Learning Media, Education, and the Marketplace, Massachusetts Institute of Technology, Cambridge, MA.

November 5, 2002: **Guest Lecturer**, Designing an Educational Web site for a Museum: Plimoth Plantation's Online Learning Center, Formative Evaluation for Educational Product Development, Graduate School of Education, Harvard University, Cambridge, MA.

March 4, 1999: **Guest Lecturer**, Distance Learning Using Multiple Collaborative Technologies, Pedagogy and Technology in the Humanities, Graduate School of Education, Harvard University, Cambridge, MA.

April 9, 1998: **Guest Lecturer**, Distance Learning Using Multiple Collaborative Technologies, Designing Media-Based Training, Middlesex Community College, Lowell, MA.

July 22, 1997: **Guest Lecturer**, Applications of New Media in Business and Education, College of Professional and Continuing Education, Clark University, Worcester, MA.

October 1996: **Distinguished Lecturer**, Fachbereich Informatik, Technische Universität Darmstadt (Computer Science Department, Technical University of Darmstadt), Darmstadt, Germany. Offered course on Emerging Technologies in Human-Computer Interaction to graduate students.

1985-1989: **Teaching Fellow**, Harvard University, under Professor (b) (6). Lectured and supervised student projects for graduate Software Engineering course.

1987-1989: **Research Assistant**, Harvard University, under Professor (b) (6)

1987-1989: **Scholar-in-Residence**, Currier House, Harvard University. Tutor to math and science undergraduates.

Research Support

(b) (4)

NIH/NIA Phase II Small Business Innovative Research (SBIR), Environment and Health Group, Inc. - November 2006-June 2009, <http://www.sbir.gov/sbirsearch/detail/159735>

Online Health Community for Latino Family Caregivers to Alzheimer's Patients,

Principal Investigator (PI) for initiative developing an online health community to educate and support Latino Alzheimer's family caregivers, an underserved population - possessing Internet access directly or through family - but with limited culturally competent, Spanish/English online resources available. Successfully led team in writing the Phase II proposal. Responsible for project planning, design, and development of bilingual Web site at <http://www.cuidatecuidador.com/> with English version at <http://www.cuidatecuidador.com/english/>. Supervised graphic designer and developer, and conducted formative evaluations of prototypes and early versions of the Web site. Co-authored a journal paper (Weitzman, Neal, Chen, & Levkoff, 2008) and wrote a conference paper (Neal, 2005).

(b) (4)

NIH/NIMH Phase I SBIR, Aptima, Inc. - October 2003-March 2004

Design of Online Communities

Designed online learning communities for National Institute of Mental Health (NIMH) fellows to integrate new fellows and their families into the NIMH research community and decrease their adjustment time. Led scenario building sessions for initial design and contributed to design of Web site and collaborative components to rate and review content and capture informal information to assist fellows and grow community. Facilitated online seminars for NIMH fellows and developed guide to the use of virtual meeting tools.

Navy Phase I SBIR, Aptima, Inc. contract N61339-02-C-0018 - January 2002-June 2002

Instructional Design Aid for Creating Pedagogically Correct, Interesting and Motivating Instructional Content

Researched strategies and techniques to increase online learner motivation with the ultimate goal of increasing student retention. This led to the development of an online tool, Instructional Design Aid (IDEA), to support course designers in designing or improving online courses. Specific tasks included researching motivation and the specific components of online courses, such as performance indicators and measures of progress, that increase motivation. Demonstrated use of IDEA on existing Navy courses.

Office of Naval Research, Phase II SBIR, Aptima, Inc. - March 2001-November 2002

CTA Resource - Cognitive Task Analysis Online Community

Designed and developed online seminar series and community of practice for cognitive task analysis (CTA) researchers and practitioners to promote collaboration and community-building in a global research community. Led scenario building sessions for the initial design; contributed to the Web site design and collaborative components; managed and facilitated online seminar series for members; and co-authored (**Neal, Miller, & Anastasi, 2002a**; and **Neal, Miller, & Anastasi, 2002ab**) about project results.

Independent Consulting

October 2003-present: **Independent Consultant, lisagualtieri.com.**

Social Media Projects include:



(b) (4)

e-learning Projects for Healthcare Organizations include:

- **NIH:** Developed online course on reasonable accommodations for disabled employees. Responsible for the design and implementation using materials from classroom training. Used case studies followed by questions and experts' answers to challenge students to reflect on complex issues. Course updated every year for five years with a new case study and current legal information. Worked with Ellen Delany, Delany, Siegel, Zorn & Associates, Inc.
- **Cambridge Health Alliance:** Conducted e-learning strategic planning and designed deployment of online courses for Ambulatory Medical Directors. Presented results of strategy session to senior management.

(b) (4)

e-learning Projects for Educational or Government Institutions include:



(b) (4)

(b) (4)

Healthcare Projects include:

- **Michael J. Fox Foundation:** Led design sessions to determine the feature set the technologies to support innovation and online researcher collaboration for Parkinson's disease researchers.
- **Brigham and Women's Hospital Department of Rheumatology, Immunology, and Allergy:** Consulted on the potential for online community technologies to assist rheumatoid arthritis patients and their caregivers in receiving education and support online (pro bono).
- **Road Back Foundation:** Led meeting to redesign the interface for an online health community for rheumatic and related diseases (pro bono).
- **Brazelton Touchpoints Institute:** Consulted on the design of a Web site, online courses, and online seminars to enhance awareness and knowledge of the work of Dr. T. Berry Brazelton.
- **National Education Alliance for Borderline Personality Disorder:** Ran strategy session and developed personas leading to the redesign of a Web site for BPD healthcare professionals and researchers.

Strategy and Design Projects include:

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Editor-in-Chief

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January 2010-present: **e-Health Columnist**, *ICaST*, ICST's global community magazine.

Employment

(b) (6)

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Publications

Publication in Press

Gualtieri, L.N. (April 2012 expected) The Potential for Social Media to Educate Farm Families about Health and Safety for Children, *Journal of Agromedicine*.

Manuscripts under Review

Nguyen, T., **Gualtieri, L.N.**, Levkoff, S., Improving a Website for Latino Alzheimer Caregivers through a Competitive Analysis and Interviews, [*Health and Technology*](#).

Manning, R. and **Gualtieri, L.N.** Redesigning DrSpock.com: Evaluating and Improving a Pediatric Website, [*Health and Technology*](#).

Manuscripts in Progress

(b) (4)

Book

Szwilius, G. and **Neal, L.** (Eds.) (1996) *Structure-Based Editors and Environments*. Academic Press.

Book Chapters

Gualtieri, L.N., and Miller, D. (2011) e-learning 2.0. In K. Vu and R. Proctor (Eds.) *The Handbook of Human Factors in Web Design 2nd edition*, New Jersey and London: Lawrence Erlbaum Associates.

Gualtieri, L.N. (2010) Combining Free Technologies for Online Learning: Lessons Learned about Selection and Use. In J. B. Browning (Ed.) *Open-Source Solutions in Education: Theory and Practice*, Santa Rosa: Informing Science Press.

Entin, E. B., Sidman, J., and **Neal, L.** (2008). Development of online distributed training: Practical considerations and lessons learned. In K. L. Orvis and A. L. R. Lassiter (Eds.), *Computer-supported collaborative learning*. Hershey, PA: Information Science Publishing. Reprinted in *eLearn Magazine*, September 1, 2009.

Neal, L. (2007) Ideas for Synchronous Activities: Chat Moderator. In P. Shank (Ed.), *The Online Learning Idea Book: 95 Proven Ways to Enhance Technology-Based and Blended Learning*, Pfeiffer.

Neal, L., and Miller, D. (2006) The Use of Technology in Education. In H. F. O'Neil and R. Perez (Eds.), *Web-Based Learning: Theory, Research, and Practice*, Lawrence Erlbaum Associates.

Neal, L., and Miller, D. (2005) Distance Education. In R. Proctor and K. Vu (Eds.), *The Handbook of Human Factors in Web Design*, New Jersey and London: Lawrence Erlbaum Associates.

Neal, L. and Ingram, D. (2001) Asynchronous distance learning for corporate education. In K. Mantyla and J. Woods (Eds.), *2001/2002 ASTD Distance Learning Yearbook*, McGraw-Hill.

Neal, L. (1996) Working in the Virtual Office. In A. Dix and R. Beale (Eds.), *Remote Cooperation: CSCW Issues for Mobile and Teleworkers*, Springer-Verlag.

National Research Council (committee member), (1994) *Research Recommendations to Facilitate Distributed Work, Technology and Telecommuting: Issues and Impacts Committee*, National Academy Press.

Refereed Journal Papers

Koch-Weser, S., Bradshaw, Y.S., **Gualtieri, L.N.**, and Gallagher, SS (2010). The Internet as a Health Information Source: Findings from the 2007 Health Information Trends Survey and Implications for Health Communication. *Journal of Health Communication*, Volume 15.

Gualtieri, L.N. (2010) From Twitter to Megaphones: Seven Lessons Learned about Public Health Crisis Communication, *Online Journal of Public Health Informatics*, Vol 2, No 3.

Weitzman, P, **Neal, L.**, Chen, H, and Levkoff, SE (2008) Designing a culturally attuned bilingual educational website for US Latino dementia caregivers. *Ageing International* 32:1, March 2008, 15-24.

Holzinger, A., Emberger, W., Wassertheurer, S., **Neal, L.** (2008) Design, Development and Evaluation of Online Interactive Simulation Software for Learning Human Genetics. *Elektrotechnik & Informationstechnik*, 125, 5, 190-196.

Entin, E.B., Sidman, J., Mizrahi, G., Stewart, B., Lai, F., **Neal, L.**, Mackenzie, C., Xiao, Y. (2007) A web-based teamwork skills training program for emergency medical teams. *Studies in Health Technology and Informatics*, 125:121-6.

Neal, L. (2002) Scenario Building to Plan an e-learning Program. *The Turkish Online Journal of Distance Education* (TOJDE), Vol. 3 No. 2, April 2002.

Neal, L., McCormick, M., and Temkin, D. (1991) A Multimedia Multiuser Strategic Planning System. In J. Encarnação (editor), *Telekommunikation und Multimediale Anwendungen der Informatik*, Springer-Verlag, Berlin.

Neal, L. (1983) Syntax-Directed Pretty Printing: A First Step Towards a Syntax-Directed Editor. In *IEEE Transactions on Software Engineering*, Vol. 9, No. 2, March 1983.

Journal Special Issue Editor

Sharda, R., Romano, N.C., Lucca, J., and **Neal, L.** (Eds.) (2004) *Computer Supported Collaborative Learning Requiring Immersive Presence*, Special issue of *J. Information Systems Frontiers*, 7(1).

Neal, L. and Szwillus, G., (Eds.) (1992) *Structure-Based Editors and Environments: Special Issue of International Journal of Man-Machine Studies (IJMMS)*, October 1992.

Refereed Conference Papers

Gualtieri, L.N. and Ressler, P.K. Communicating the Experience of Illness through Patient Blogs. *Proceedings of APHA*, October 31, 2011. [Slides](#).

Gualtieri, L.N. and Ressler, P.K. Communicating the Experience of Illness through Patient Blogs. *Proceedings of Medicine 2.0*, September 17-19, 2011.

Gualtieri, L.N. and Ressler, P.K. Communicating the Experience of Illness through Patient Blogs. *Proceedings of CDC National Conference on Health Communication, Marketing, and Media*. Atlanta, GA, August 17-19, 2010 (poster).

Gualtieri, L.N. and Ressler, P.K. Blogging for Health: Communicating the Experience of Illness. *Proceedings of COMET 2010: 8th Interdisciplinary Conference on Communication, Medicine and Ethics*, Boston, MA, June 29-30, 2010 (extended abstract). Slides at <http://www.stressresources.com/sitebuildercontent/sitebuilderfiles/6-28-10bloggingforhealth.pdf>.

Gualtieri, L.N. Improving Patient-Physician Communication about Internet Use: Why "Don't Ask, Don't Tell" Doesn't Work. In *Proceedings of Medicine 2.0*, Toronto, Canada, September 17-18, 2009 (extended abstract).

Gualtieri, L.N. (2009) The Doctor as the Second Opinion and the Internet as the First. In D.R. Olsen Jr., R.B. Arthur, K. Hinckley, M.R. Morris, S.E. Hudson, and S. Greenberg (Eds.) *Proceedings of the 27th International Conference on Human Factors in Computing Systems, CHI 2009*, Boston, MA.

Neal, L., Oakley, K., G., Lindgaard, G., Kaufman, D., Kogan, S., Leimeister, J.M., and Selker, T. (2007) Online Health Communities. *Proceedings of CHI 2007 Conference on Human Factors in Computing Systems*, San Jose, CA.

- Entin, E., Sidman, J., Mizrahi, G., Stewart, B., Lai, F., **Neal, L.**, Mackenzie, C., and Xiao, Y. (2006) A Web-Based Teamwork Skills Training Program for Emergency Medical Teams. In *Proceedings of the Human Factors and Ergonomics Society (HFES) 50th Annual Meeting*, San Francisco, CA.
- Neal, L.**, Entin, E., Lai, F., Sidman, J., Mizrahi, G., and Brunyé, T. (2005) Teamwork Skills Training for Medical Practitioners. In H.-J. Bullinger and J. Ziegler (Eds.), *Human-Interaction: Communication, Cooperation, and Application Design*, Lawrence Erlbaum Associates.
- Neal, L.** (2005) Designing an Online Community to Educate and Support Latino Dementia Caregivers. In *Proceedings of ED-MEDIA 2005*, Montréal, Quebec, Canada.
- Neal, L.**, Perez, R., and Miller, D. (2005) eLearning and Fun. In *Proceedings of CHI 2005 Conference on Human Factors in Computing Systems*, Portland, OR.
- Neal, L.**, and Van Wormer, K. (2004) Making Learning Fun: Plimoth Plantation's On-line Learning Center. In D. Bearman and J. Trant (Eds.), *Museums and the Web 2004: Proceedings*. Toronto: Archives & Museum Informatics.
- Neal, L.** and Van Wormer, K. (2003). Making Learning Fun when Teaching Children Online: Plimoth Plantation's Online Learning Center. In G. Richards (Ed.) *Proceedings of World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education 2003* (pp. 112-115). Chesapeake, VA: AACE.
- Entin, E. B., Lai, F., Mackenzie, C., Xiao, Y., Seagull, F. J., Malone, D. and **Neal, L.** (2003) Scenario-Based Teamwork Skills Training for Geographically Distributed Teams. In *Proceedings of the Human Factors and Ergonomics Society 47th Annual Meeting*. Santa Monica, CA: HFES.
- Neal, L.**, Entin, E., and Lai, F. (2003) Teaching Teamwork Online. In J. Jacko and C. Stephanidis (Eds.), *Human-Computer Interaction*, Lawrence Erlbaum Associates.
- Neal, L.** and Van Wormer, K. (2003) Bringing History Online: Plimoth Plantation's Online Learning Center. In J. Jacko and C. Stephanidis (Eds.), *Human-Computer Interaction*, Lawrence Erlbaum Associates.
- Neal, L.**, Entin, E., and Lai, F. (2002) Teaching Teamwork Online. In *Proceedings of Online Educa Berlin 2002*, Berlin, Germany.
- Neal, L.**, Miller, D., and Anastasi D. (2002a) Launching an Online Seminar Series. In *Proceedings of CSCW 2002*, New Orleans, LO.
- Neal, L.** (2002) Using Video to Enhance Online Education and Training. In *Proceedings of Video as Research Data Conference*, National Study Center for Trauma and Emergency Medical Systems, University of Maryland School of Medicine, Baltimore, MD.
- Neal, L.**, Miller, D., and Anastasi D. (2002b) Launching a Community of Practice through an Online Seminar Series. In *Proceedings of ED-MEDIA 2002*, Denver, CO.
- Neal, L.** (2002) Learning from e-learning: transforming conferences. In *Proceedings of ED-MEDIA 2002*, Denver, CO.
- Neal, L.** (2001) Storytelling at a Distance. In H.-J. Bullinger and J. Ziegler (Eds.), *Human-Interaction: Communication, Cooperation, and Application Design*, Lawrence Erlbaum Associates.
- Neal, L.**, Anastasi, D., and Miller, D. (2001) Building an Online Community to Enhance a Digital Library for Cognitive Task Analysis. In H.-J. Bullinger and J. Ziegler (Eds.), *Human-Interaction: Communication, Cooperation, and Application Design*, Lawrence Erlbaum Associates.
- Neal, L.** (2000) Scenario Building to Design a Distance Learning Program. In *Proceedings of ED-MEDIA 2000 World Conference on Educational Multimedia, Hypermedia & Telecommunications*, Montréal, Quebec, Canada.
- Neal, L.** and Ingram, D. (1999) Asynchronous distance learning for corporate education: experiences with Lotus LearningSpace. In H.-J. Bullinger and J. Ziegler (Eds.), *Human-Computer Interaction: Communication, Cooperation, and Application Design*, Lawrence Erlbaum Associates.
- Neal, L.** (1998) A Comparison of Two Distance Learning Classes. In G. Davies (Ed.). *Proceedings of the XV IFIP World Computer Congress*, Budapest, Hungary.

- Neal, L.** (1998) Issues in the Development and Delivery of Distance Learning Classes. *Proceedings of ED-MEDIA & ED-TELECOM 98 World Conference on Educational Multimedia and Hypermedia*, Freiburg, Germany.
- Neal, L.** (1997) Virtual Classrooms and Communities. In: S.C. Payne and W. Prinz (Eds.) *Proceedings of the International ACM SIGGROUP Conference on Supporting Group Work 1997*, Phoenix, AZ.
- Neal, L.** (1997) Collaborative Technologies. In: S.C. Payne and W. Prinz (Eds.) *Proceedings of the International ACM SIGGROUP Conference on Supporting Group Work 1997*, Phoenix, AZ.
- Neal, L.** (1997) Using Multiple Technologies for Distance Learning. In M.J. Smith, G. Salvendy, and R.J. Koubek (Eds.) *Design of Computing Systems: Social and Ergonomic Considerations*, Elsevier.
- Neal, L.** (1995) Computer Supported Meeting Rooms: Making Meetings More Productive with Groupware. In *Proceedings of Groupware '95*, Boston, MA.
- Neal, L.** and Bess, D. (1993) Capture Lab Overview. In *Proceedings of Groupware '93*, San Jose, CA.
- Neal, L.**, McCormick, M., and Temkin, D. (1992) A Strategic Planning System for Management Teams. In M.S. Silver (Ed.), *Transactions of 12th International Conference on Decision Support Systems*, Chicago, IL.
- Neal, L.** (1990) Support for Software Design, Development, and Reuse through an Example-Based Environment. In *Proceedings of KBSA-5th Annual Knowledge-Based Software Assistant Conference*, Syracuse, NY.
- Neal, L.** (1990) Predictive Tasks to Build User Models. In *Proceedings of ECCE-5th European Conference on Cognitive Ergonomics*, Urbino, Italy.
- Neal, L.** (1990) Implications of Computer Games for System Design. In D. Diaper, D. Gilmore, G. Cockton, and B. Shackel (Eds) *Human-Computer Interaction - INTERACT'90*. Elsevier Science Publishers B. V. (North-Holland).
- Neal, L.** (1989) A System for Example-Based Programming. In *Proceedings of CHI'89 Conference on Human Factors in Computing Systems*, Austin, TX.
- Neal, L.** (1987) User Modeling for Syntax-Directed Editors. In H.-J. Bullinger and B. Shackel (Eds.) *Human-Computer Interaction - INTERACT'87*. Elsevier Science Publishers B. V. (North-Holland).
- Neal, L.** (1987) Cognition-Sensitive Design and User Modeling for Syntax-Directed Editors. In *Proceedings of CHI+GI'87 Conference on Human Factors in Computing Systems and Graphics Interface*, Toronto, Canada.
- Neal, L.** (1981) Syntax-Directed Pretty Printing: A First Step Towards a Syntax-Directed Editor. In *Proceedings of COMPSAC'81 Computer Software and Applications Conference*, Chicago, IL.

Magazine Articles

- Gualtieri, L.N.** (2010) Social Media for Health and Safety. *ICaST's Global Community Magazine*, January 28, 2010.
- Gualtieri, L.N.** and Pratt, J. (2009) Dr. Google: What Your Patients Are Doing Online and Why You Should Care. *Tufts Medicine*, Winter, 2009, Vol. 68, No. 1.
- Gualtieri, L.N.** (2009) Diagnosis Surfing: Using Online Medical Resources Wisely. *Tufts Magazine*, Winter, 2009.
- Neal, L.**, and Van Wormer, K. (2004) How Do We Know Our Students Are Engaged? A Case Study from Plimoth Plantation. *New Horizons for Learning Online Journal*, Vol. X No. 2, Spring 2004.
- Neal, L.** and Ingram, D. (2000) Asynchronous distance learning for corporate education: experiences with Lotus LearningSpace. *Open Learning Systems News*, Issue 72, June 2000.
- Neal, L.** (1999) Distance Learning in the New Millennium. *ACM netWorker Magazine*, Volume 3.4, December 1999.
- Neal, L.** (1998) Digital Education: A Thrill, Not a Mill, *ACM netWorker Magazine*, Volume 2.3, June 1998.

Neal, L., Ramsay, J. and Preece, J. (1997): *Distance Learning: A CHI 97 Special Interest Group. ACM SIGCHI Bulletin*, 29 (4).

Neal, L. and Szwillus, G. (1990) Report on the CHI'90 Workshop on Structure Editors. *ACM SIGCHI Bulletin*, 22(2).

Neal, L. (1989) The Use of Video in Empirical Research. *ACM SIGCHI Bulletin*, 21(2).

Technical Reports

Downes, S. and **Neal, L.** Advertising or Education? The Distinctions Are Starting to Blur. NRC 49913, National Research Council of Canada, Institute for Information Technology, February 2008.

Neal, L. and Szwillus, G. *The Evolution of Structure-Oriented Editing*. Fachbereich Informatik, Universität Dortmund, Forschungsbericht 322, November 1989.

Neal, L. *LOS Microwave Communication Systems - Manual and Computer-Aided Planning*. WP-22269, The MITRE Corporation, Bedford, MA, August 1979.

eLearn Magazine Articles, Columns, and Interviews

Gualtieri, L.N. An Interview with Henry Jenkins, *eLearn Magazine*, January 19, 2011.

Gualtieri, L.N. Predictions for e-Learning in 2011, *eLearn Magazine*, January 6, 2011.

Gualtieri, L.N. An Interview with Jane Bozarth, *eLearn Magazine*, December 16, 2010.

Gualtieri, L.N. Interview with Jessy Keiser, Former Adjunct Instructor at the University of Phoenix. *eLearn Magazine*, August 5, 2010.

Gualtieri, L.N. An Interview with Linda Formichelli: On Designing, Launching, and Teaching an e-Course. *eLearn Magazine*, July 1, 2010.

Gualtieri, L.N. An Interview with Jack E. Kosakowski of JA Worldwide. *eLearn Magazine*, April 29, 2010.

Gualtieri, L.N. An Interview with Bryan Chapman, Chief Learning Strategist at Chapman Alliance: On Changes to the e-Learning Landscape. *eLearn Magazine*, April 13, 2010.

Gualtieri, L.N. An Interview With Anthony J. Cernera, President of Sacred Heart University. *eLearn Magazine*, March 25, 2010.

Gualtieri, L.N. An Interview With Reggie Smith III, President of the United States Distance Learning Association. *eLearn Magazine*, March 18, 2010.

Gualtieri, L.N. Predictions for 2010. *eLearn Magazine*, January 7, 2010.

Gualtieri, L.N. Five Questions ... for Marjee Chmiel. *eLearn Magazine*, August 25, 2009.

Gualtieri, L.N., Learn From Rogue Tweeters: Seven Steps to Promoting Your Organization in Twitter. *eLearn Magazine*, August 19, 2009.

Gualtieri, L.N. Five Questions for Ben Sawyer. *eLearn Magazine*, July 21, 2009.

Gualtieri, L.N. Five Questions for David A. Cook. *eLearn Magazine*, July 16, 2009.

Gualtieri, L.N. Five Questions for Michelle Cardinal. *eLearn Magazine*, June 30, 2009.

Gualtieri, L.N. Five Questions for Massood Zarrabian. *eLearn Magazine*, June 1, 2009.

Gualtieri, L.N. Five Questions for Pat Agre. *eLearn Magazine*, May 12, 2009.

Gualtieri, L.N. Five Questions for George Siemens. *eLearn Magazine*, April 21, 2009.

Gualtieri, L.N. Connecting with Students through Inventive Marketing: Five (or Six) Questions for Keith Bourne. *eLearn Magazine*, March 11, 2009.

Gualtieri, L.N. Predictions for 2009. *eLearn Magazine*, January 1, 2009.

Gualtieri, L.N. Five Questions for Allison Rossett. *eLearn Magazine*, December 20, 2008.

Gualtieri, L.N. Up the Down Escalator: A Case Study for an Online Course. *eLearn Magazine*, November 25, 2008.

Gualtieri, L.N. Five Questions for Fabrizio Cardinali. *eLearn Magazine*, October 31, 2008.

Gualtieri, L.N. Would Anyone Object to Bill Ayers Delivering a Keynote Online? *eLearn Magazine*, October 28, 2008.

Gualtieri, L.N. and Jarrett, C. What's in it for Me? Rewarding Course Evaluators. *eLearn Magazine*, September 29, 2008.

Gualtieri, L.N. Don't Offer Me a Money Back Guarantee—Just Answer My Email. *eLearn Magazine*, August 19, 2008.

Gualtieri, L.N. Five Questions for Jane John. *eLearn Magazine*, July 23, 2008.

Gualtieri, L.N. Once an Edupunk, Always an Edupunk. *eLearn Magazine*, July 16, 2008.

Neal, L. Course Titles for Dummies: Online courses may benefit from catchy and provocative names, *eLearn Magazine*, May 28, 2008.

Neal, L. Learner on the Orient Express, *eLearn Magazine*, March 7, 2008.

Neal, L. Five (or Six) Questions for Irene McAra-McWilliam, *eLearn Magazine*, March 7, 2008.

Neal, L. and Spichiger, L. Back to the Future: Multiple Perspectives on Historical Exhibits, *eLearn Magazine*, March 6, 2008.

Neal, L. Five Questions for Matt DuPlessie, *eLearn Magazine*, February 28, 2008.

Downes, S. and **Neal, L.** Advertising or Education? Sometimes It's Hard To Tell, *eLearn Magazine*, January 29, 2008.

Neal, L. Predictions for 2008. *eLearn Magazine*, January 22, 2008.

Neal, L. Of Web Hits and Britney Spears: Gauging Success in Online Publishing and Education. *eLearn Magazine*, January 7, 2008.

Neal, L. Learn to Apologize for Fun and Profit. *eLearn Magazine*, December 20, 2007.

Neal, L. My Life as a Wikipedian. *eLearn Magazine*, March 7, 2007.

Neal, L. Predictions for 2007. *eLearn Magazine*, January 9, 2007.

Neal, L. Formative Evaluation: A Practical Guide. *eLearn Magazine*, November 20, 2006.

Feldstein, M. and **Neal, L.** Designing Usable, Self-Paced e-Learning Courses: A Practical Guide. *eLearn Magazine*, August 31, 2006.

Neal, L. Five Questions for Shigeru Miyagawa. *eLearn Magazine*, April 27, 2006.

Neal, L. Five Questions for Christopher Dede. *eLearn Magazine*, March 21, 2006.

Neal, L. Who Would Want to Cheat in an Online Course? Ask Dilbert... *eLearn Magazine*, March 6, 2006.

Neal, L. Predictions for 2006. *eLearn Magazine*, January 19, 2006.

Neal, L. Who Needs College? We'll Sell You a Diploma! *eLearn Magazine*, January 12, 2006.

- Neal, L.** and Notess, M. The Value of Voice. *eLearn Magazine*, December 14, 2005.
- Neal, L.** The Ethics of Tracking. *eLearn Magazine*, November 16, 2005.
- Neal, L.** Testing One, Two, Three: Can Online Multiple-Choice Exams Make the Grade? *eLearn Magazine*, October 7, 2005.
- Neal, L.** The Need for Better Terminology. *eLearn Magazine*, September 21, 2005.
- Neal, L.** and Carliner, S. Is it Live or Is it Memorex? *eLearn Magazine*, August 30, 2005.
- Neal, L.,** and Miller, D. Distance Education. *eLearn Magazine*, July 20, 2005.
- Neal, L.** and Normore, L., eLearning and Fun. *eLearn Magazine*, July 5, 2005.
- Neal, L.** Everything in Moderation: The Key to Using Text Chat Is a Knowledgeable Moderator. *eLearn Magazine*, May 25, 2005
- Neal, L.** In Search of Simplicity. *eLearn Magazine*, February 25, 2005.
- Neal, L.** Predictions for 2005: E-learning Experts Share their Visions. *eLearn Magazine*, January 5, 2005.
- Neal, L.** and Feldstein, M. Paying Attention to Attention. *eLearn Magazine*, October 8, 2004.
- Neal, L.,** Miller, D., and Perez, R. Online Learning and Fun. *eLearn Magazine*, June 25, 2004.
- Neal, L.** When Will E-learning Reach a Tipping Point? *eLearn Magazine*, June 22, 2004.
- Neal, L.** An Interview with Saul Carliner, *eLearn Magazine*, June 15, 2004.
- Neal, L.** "Spot Learning": An Interview with Jonathon Levy, *eLearn Magazine*, April 12, 2004.
- Neal, L.** Predictions for 2004: E-learning Visionaries Look to the Future. *eLearn Magazine*, January 29, 2004.
- Neal, L.** Degrees by Mail: Look What You Can Buy for only \$499!!! *eLearn Magazine*, December 16, 2003.
- Neal, L.** Expectations of Privacy: Data Collected in Class Should Not Be Misused. *eLearn Magazine*, September 24, 2003.
- Neal, L.** Do it Yourself: It's Not Which Technology You Choose, But What You Choose to Do with It. *eLearn Magazine*, May 20, 2003.
- Neal, L.** Predictions for 2003: E-learning's Leading Lights Look Ahead. *eLearn Magazine*, January 17, 2003.
- Neal, L.** Q&A with Diana Laurillard, *eLearn Magazine*, January 16, 2003.
- Neal, L.** Talk to Me: Discussion is the Key to Engaging Online Courses. *eLearn Magazine*, December 17, 2002.
- Neal, L.** Q&A with Don Norman. *ACM eLearn magazine*, August 29, 2002.
- Neal, L.** Staying the Course: How to Get Students to Show Up and Learn. *eLearn Magazine*, July 25, 2002.
- Neal, L.** Q&A How has the University of Phoenix Online managed to attract so many students? *eLearn Magazine*, May 16, 2002.
- Neal, L.** Blended Conferences: Current technologies may transform meetings and events as well as education. *eLearn Magazine*, April 8, 2002.
- Neal, L.** Predictions for 2002: e-learning visionaries share their thoughts. *eLearn Magazine*, January 8, 2002.
- Neal, L.** Learning from E-Learning. *eLearn Magazine*, October 2, 2001.

Social Media

Blog at <http://lisagualtieri.com> on health and technology with 101 posts read by over 52,000 views since started in January 2008. Listed in US News & World Report Health Blog.

Blog at <http://blog.acm.org/elearn/> (part of eLearn Magazine) on news and innovations in on online education with over forty posts since launched in September 2008.

Contributor to PREP blog, <http://go.tufts.edu/pain> with 8 guest posts.

The Healthy Patient: Blog in Psychology Today

Guest blog contributions to e-patients.net:

[Internet diagnoses: Trust them or toss them?](#) December 5, 2008

[EHR Etiquette and the Importance of Eye Contact in Clinician-Patient Communication](#), March 15, 2010.

[Patient Stories on Health Web Sites Can Not Always Be Trusted](#), March 18, 2010.

[Truth is stranger than fiction – and deceptive websites are all too plentiful](#), September 21, 2010

Guest blog contributions to The Health Care Blog:

[From Twitter to Megaphones: Nine Lessons Learned about Crisis Communication](#), June 3, 2010.

[EHR Etiquette and the Importance of Eye Contact in Clinician-Patient Communication](#), April 8, 2010.

Guest blog contributions to KevinMD.com:

[Patient stories on the web may not be real](#) April 13, 2010 (512 views as of January 7, 2011.)

[Doctors need more eye contact with patients, not computers](#) April 30, 2010 (1410 views as of January 7, 2011.)

[Social media in crisis management and public health emergencies](#) June 2010 (756 views as of January 7, 2011.)

[Dana Jennings interview, the world's most famous patient blogger](#) July 22, 2010 (659 views as of January 7, 2011.)

[How patient stories can enhance health websites](#) August 22, 2010 (1021 views as of January 7, 2011.)

[What to say to a person who is sick](#) September 26, 2010 (1957 views as of January 7, 2011.)

[Using the internet for health information before surgery](#) November 12, 2010 (431 views as of January 7, 2011.)

[Secrets of good health website design](#) January 6, 2011.

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Video Presentations

BostonCHI: <http://bostonchi.org/videos.html>

Invited Keynote Addresses

The Future of Consumer Health, 2011 Annual Meeting for Mid-Atlantic Chapter of the Medical Library Association (MAC-MLA11), Richmond, VA, October 10, 2011.

The Future of Online Consumer Health, World Congress Leadership Summit on Branding and Marketing/Communication for Hospitals and Health Systems, Cambridge, MA, December 9, 2010.

The Future of Consumer Health, [Medical Library Association 2010 Conference ePatient Symposium](#), Washington, DC, May 22, 2010.

The Doctor as the Second Opinion and the Internet as the First. Information Technology Interfaces (ITI) 2009, Cavtat, Croatia, June 23, 2009.

The Future of Learning, Corporate University Summit, Chicago, Illinois, May 21, 2009.

Online Communities: Innovative Notions of Expertise and Peer Learning. E-Learn 2007, Quebec, Canada, October 19, 2007

Online Health Communities. MEDNET 2007 – 12th World Congress on the Internet in Medicine, Leipzig, Germany, October 10, 2007

The Future of Learning, SUNY Teaching, Learning, and Technology Conference 2006, Syracuse, New York, November 16, 2006

Innovations in Web-Based Training Design, ASTD, Lexington, MA, May 11, 2006.

The Future of Learning, Borough of Manhattan Community College (BMCC) Technology Day, New York, March 29, 2006.

The Future of Learning, Web-Based Education 2006, Puerto Vallarta, Mexico, January 23, 2006

The Future of Learning, CSTD 2005 Learning Innovations Symposium, Fredericton, New Brunswick, Canada, May 17, 2005.

Making Learning Fun: Plimoth Plantation's Online Learning Center. CSTD/LearnNB, Boston, MA March 10, 2005.

Merging Formal and Informal Learning. E-Learn 2004, Washington, DC, November 4, 2004.

Designing the Online Learner Experience. Best Practices in Online Education, Livonia, Michigan, October 21, 2004.

Making Learning Fun. Collaborative Learning 2004, January 14, 2004.

Designing the Online Learner Experience. E-Learn 2003, Phoenix, AZ, November 8, 2003.

e-learning and Knowledge Management: Trends and Innovations. 2nd International Seminar on Knowledge Management and e-Learning, University of Florence, Florence, Italy, October 21-22, 2002.

Planning Successful Blended Learning Solutions. Human Resource Planning Society, Plano, TX, February 18, 2002.

e-learning Perspectives: Trends and Challenges. International Seminar on e-Learning, University of Florence, Florence, Italy, October 29-30, 2001.

Distance Learning Using Multiple Collaborative Technologies. Symposium on Distance Learning Education, Saltillo, Coahuila, Mexico (shown in Monclova and Torreon through videoconferencing), May 21, 2001.

Designing and Delivering e-learning for Corporate Education. International Conference on e-Business and Web-based Technologies, University of Information Technology and Management, Rzeszów, Poland, May 11, 2001.

The State of the Art of Computer-Supported Meeting Rooms. Office of the Auditor General of Canada, Ottawa, Ontario, Canada, October 30, 1992.

Workshops and Tutorials (Instructor for Half- and Full-Day Sessions)

Workshops on Social Media for Health Communication

Social Media for Public Health, Newton Department of Health, Boston, MA, October 14, 2011.

Social Media for Public Health, MA Department of Public Health, Boston, MA, February 14, 2011.

Social Media for Health Care, World Congress Leadership Summit on Branding and Marketing/Communication for Hospitals and Health Systems, Cambridge, MA, December 9, 2010.

Using the Web and Social Media to Reach Healthcare Consumers, New Product Innovation, Design & Development for Health Plans Conference, Chicago, IL, September 29, 2010.

Social Media for Health Communication, Vermont Department of Health, (support from the New England Alliance for Public Health Workforce Development), Burlington, VT, August 25, 2009.

Social Media for Health Communication, Directors of Health Promotion and Education Annual Meeting: Leadership for Healthy America 2009, Washington, DC, July 25, 2009.

Tutorials on Online Consumer Health

Using Innovative Technologies to Reach Healthcare Consumers, 2nd Annual Health 3.0 Conference, Orlando, FL, January 26, 2010.

Online Consumer Health: How to Design, Refresh, and Evaluate Health Websites, BostonCHI Professional Development Seminar, Burlington, MA, January 23, 2009.

Creating Online Health Communities and Networks, Fredericton, New Brunswick, April 12, 2007.

Online Health Communities, BostonCHI, Burlington, MA, January 26, 2007.

Workshop on Persona Development

User Experience Design, Forrester Research, Cambridge, MA, November 30, 2010.

Tutorials on e-learning



NIH/NCI, Rockville, MD, March 7-8, 2002.



GMD-IPSI (German National Research Center), Darmstadt, Germany, September 1, 1998.



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Invited Seminars and Conference Presentations (past five years)

Summary: Since graduate school gave 133 invited talks for professional societies, university seminars, and conferences in Canada, England, France, Germany, Greece, Sweden, and the US. Talks in last five years follow:

Facebooking Health: Scouting Out the Latest Trends in Online Patient Communities and Social Media (panel moderator), [Connected Health Symposium 2011](#), Boston, MA October 20, 2011.

Using Social Media for Public Health, Massachusetts Department of Public Health, Boston, MA, January 6, 2011.

Social Media and Learning, Tufts Distance Learning Consortium, Boston, MA, December 16, 2010.

Passages: An Expert Panel Examines Lessons Learned During the Maturation of Online Social Networks, Patient Communities and Patient Blogs, 2010 Connected Health Symposium, Boston, MA, October 21, 2010 (panelist). Video at http://healthcare.partners.org/streaming/CCH/symposium2010/2010.10.21_Breakout8.html and blog post at <http://e-patients.net/archives/2010/11/connected-health-patient-networks-panel.html>.

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Medical Informatics, Healthcare Providers, and Information Overload: Are we Informing our Doctors to Death?, Information Technology Interfaces (ITI) 2009, Cavtat, Croatia, June 22, 2009 (panelist).

Online Consumer Health: Health Information on the Internet Can Save Your Life – Or Kill You, Harvard Health Publications, Harvard Medical School, Boston, MA, December 3, 2008.

Online Consumer Health, Usability Professionals Association (UPA) Mini-Conference, Waltham, MA, May 28, 2008.

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Patient, Heal Thyself: How to Succeed with Online Consumer Health Sites, Massachusetts Technology Leadership Council (MTLC) Healthcare Seminar, Waltham, MA, March 5, 2008.

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Usability in Healthcare: Challenges and Solutions with Impact, World Usability Day 2007 Live Webcast Opening Plenary Session, Boston, MA, November 8, 2007 (panelist).

Online Consumer Health for Public Health, Presentation to the Minister of Health of New Brunswick, Fredericton, New Brunswick, April 12, 2007.

Designing Effective Online Communities: A Consumer Healthcare Perspective, Society for Technical Communication (STC) Boston Chapter, Burlington, MA, March 21, 2007.

Online Health Communities, Charles River Analytics, Cambridge, MA, January 19, 2007.

Online Health Communities, MEDNET 2006, Toronto, Ontario, October 17, 2006.

Online Health Communities, Greater Boston Chapter ACM and ICCA – Boston, Waltham, MA, June 15, 2006.

Online Health Communities, Computer Science Department, University of Massachusetts at Boston, May 11, 2006.

Online Health Communities, BostonCHI, Burlington, MA, March 14, 2006.

Online Health Communities, Northeastern University College of Computer and Information Science, Boston, MA, November 28, 2005.

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Innovative Online Training in Healthcare, New England Learning Association (NELA), Cambridge, MA, February 17, 2005.

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Published Interviews and Quotes

['You're never too young'](#), Chicago Tribune, October 26, 2011.

[Drunken Students Who Post Facebook Photos Could Be at Risk, Study Says](#), ABC News, October 13, 2011.

[Beating breast cancer: Blogging helps](#), Detroit Free Press, October 1, 2011.

[Drug companies lose protections on Facebook, some decide to close pages](#), Washington Post, August 12, 2011.

[Are you a patient? Do you blog? Survey Sez...](#), About.com Patient Empowerment, May 18, 2011.

[Wanted: Patient bloggers](#), White Coat Notes, *Boston Globe*, May 17, 2011.

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Secrets of good health website design, Wall Street Journal, January 6, 2011.

Web Strategies for Health Communication, [Public Health Rounds](#), Fall 2010.

Healthcare Listens To Social Media, *InformationWeek Healthcare*, November 20, 2010.

The state of Internet health sites, eHealthCentral, November 13, 2010.

Four Perspectives on Story in Healthcare, August 8, 2010.

The cult of celebrity doctors, *Los Angeles Times* (Health Section), June 14, 2010 (sidebar on celebrity physicians).

Who is reading what you write?, *Healthcare IT News*, May 6, 2010.

Cyberchondria, *Elle Canada*, April 2010.

The many ways to share bad news, *Los Angeles Times* (Health Section), April 19, 2010.

Trisha Torrey "You Bet Your Life" book asks patients, which mistakes are you making?, Syracuse.com, February 28, 2010.

Mom Shellie Ross' Tweet About Son's Death Sparks Debate Over Use of Twitter During Tragedy, ABC News Technology, December 16, 2009.

People Notes, Tufts Journal, December , 2009.

Your First Medical Opinion - Don't Ask Don't Tell?, Patient Empowerment Blog, November 2, 2009.

A View from Another Side of the Waiting Room, Health Literacy Month, October 25, 2009.

DIY Wrinkle Jabs: Has Internet Medicine Gone Mad? Why Using Google to Learn About Medicine Won't Get You an M.D., ABC Health News, Oct. 1, 2009.

Wisconsin Woman on Twitter: 'Thank Goodness' for Miscarriage, ABC Health News, Oct. 1, 2009.

How useful are online health quizzes? *Consumer Reports Health.org*, June 2009.

H1N1 tests Internet as health resource, *Healthcare IT News*, May 21, 2009.

[REDACTED] (b) (6)

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Collaboration Urged to Make Province a Centre for e-Health Technology, *New Brunswick Telegraph-Journal*, Monday, May 28, 2007.

Formative Evaluation, TL Infobits, <http://its.unc.edu/tl/infobits/>, November 2006

[REDACTED] (b) (6)

Elluminate Client Case Study about Cognitive Science Society, <http://www.elluminate.com/sales/casestudies/>, 2005.

[REDACTED] (b) (6)

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Dr. Lisa Neal Focuses on the Online Learner, *USDLA Newsletter*, Volume III, Issue 6, September 2003.

Report on Video as Research Data Conference, *Anesthesiology*, Volume 99, Number 1, July 2003.

[REDACTED] (b) (6)

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Radio and Television Interviews

Live Drive with John Tory on NewsTalk 1010 radio in Toronto, Canada, December 18, 2009.

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KTRS-St. Louis, the Mindset with John Brown and Trish Gazall, October 5, 2009.

Pitfalls of Getting Medical Info on The Internet, Something You Should Know (aired on 150 radio stations across the US and available on streaming audio), May 28, 2009.

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Professional Activities

PhD Committee Membership

April 2010 (completed): Thesis Committee (external member) (b) (6) Computer Science Department, Brandeis University.

April 2005 (completed): Thesis Committee (external member) (b) (6), Information Systems Department, College of Computing Sciences, New Jersey Institute of Technology.

February 2002 (completed): Thesis Committee (external member) (b) (6), Computer Science Department, University of Massachusetts at Lowell.

Tenure Recommendation

2006: Prof. (b) (6), (b) (6).

Elected Positions

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Invited Workshops and Panels

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Grant Application Reviewer

2003: NSF Science of Learning Centers (SLC).

2002: NSF Information Technology Research (ITR).

1988-1989: NSF Information, Robotics, and Intelligent Systems Division.

Mentorship

April 6-7, 2003: CHI 2003 Doctoral Consortium faculty.

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Advisory Boards

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Committee Memberships

2011: Lexington, MA School Health Advisory Council (SHAC)

2010-2011 eTELEMED 2011 Program Committee

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Conference Session Organizing and Chairing

2006: Session chair, CHI 2006 session on Healthcare.

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Conference Program Committees and Conference Reviewer

2009-2011: Medicine 2.0 Conference.

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Book Reviewer

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Journal Editorial Board Member and Journal Reviewer

2011: Reviewer, *Health and Technology*

2007-2011: Reviewer, *Journal of Medical Internet Research*.

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Awards

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1978: Lotta Crabtree Scholarship for Academic Excellence.

Memberships

American Public Health Association (APHA). Also member of Health Informatics & Information Technology Section.

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Society for Participatory Medicine.